## **Project Design Phase-II**

## **Customer Journey Map**

Date	09 October 2022
Team ID	PNT2022TMID36549
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Project Name	Developing a Flight Delay Prediction  Model using Machine Learning.
Maximum Marks	

Iviaximum	Marks		
<b>Journey Steps</b> Which step of the experience are you describing?	<b>Discovery</b> Why do they even start the journey?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	Starts to look for flight's status	Search for Explore the web information on other flights application flights	User Invite others of the Friendliness prediction
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	Wants to evoid to look for other dealing with figure of eye in case of any the last minute emergency	Helps me to Helps me to Helps me to changing last minute get proper journey information better last minute stress and better tension	I can always get proper some other ican claim works done Information
<b>Touchpoint</b> What part of the service do they interact with?	Search and explore flights' status	Maps that The list of help in flights choosing a location	Sharing
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions			
Backstage			
<b>Opportunities</b> What could we improve or introduce?	Better accuracy High Value Low Confidence Low Reach	Ample time to look for other resources High Confidence High Value Low Reach	Avoid cancellations and waste of money
Process ownership Who is in the lead on this?	User H	User II	User and Admin